

Case Browser

Case browser option allows you to search for a specific case/cases associated with an agent. You can specify a time range to list all the cases against an agent in that duration. Each record consists details about when the case was opened and closed, case type associated with it, the queue it was in, the closure and outcome of a case.

Case browser

The Case browser lets you search for specific cases associated with an agent. From the list of results you can get the dialog transcript and details about the dialog.

Search by agent
Search by case ID

By agent ⌵

From ⌵

To ⌵

Get first ⌵

Newest Oldest

Include ongoing cases

Number of cases to retrieve ⌵

Clear filter Get cases

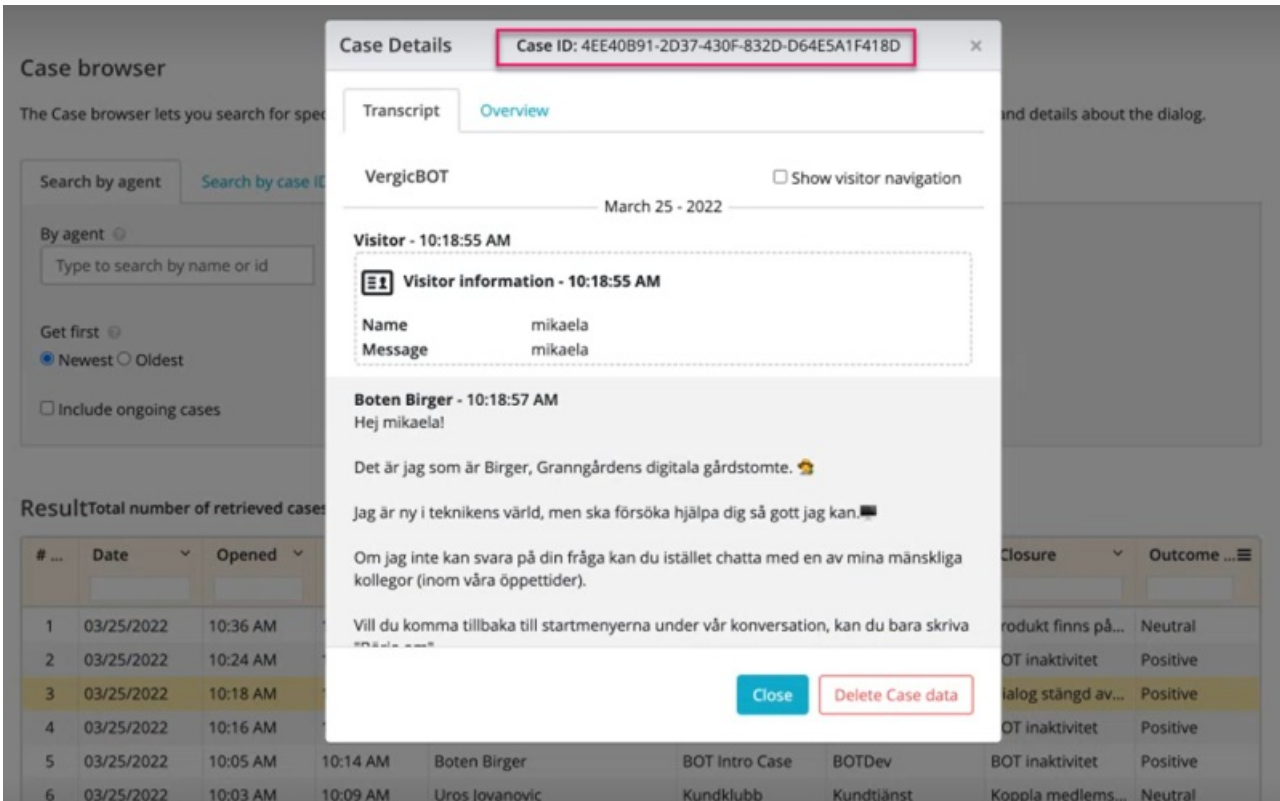
Result Total number of retrieved cases: **100** Load 100 more

# ...	Date	Opened	Closed	Agent	Case type	Group	Closure	Outcome ...
1	03/25/2022	10:36 AM	10:44 AM	[Avatar] Iiskovic	Hemsida	Kundtjänst	Produkt finns på...	Neutral
2	03/25/2022	10:24 AM	10:31 AM	[Avatar] er	BOT Intro Case	BOTDev	BOT inaktivitet	Positive
3	03/25/2022	10:18 AM	10:20 AM	[Avatar] er	BOT Intro Case	BOTDev	Dialog stängd av...	Positive
4	03/25/2022	10:16 AM	10:23 AM	[Avatar] er	BOT Intro Case	BOTDev	BOT inaktivitet	Positive
5	03/25/2022	10:05 AM	10:14 AM	[Avatar] er	BOT Intro Case	BOTDev	BOT inaktivitet	Positive
6	03/25/2022	10:03 AM	10:09 AM	[Avatar] ovic	Kundklubb	Kundtjänst	Koppla medlems...	Neutral
7	03/25/2022	9:49 AM	9:58 AM	[Avatar] ovic	Hemsida	Kundtjänst	Lagersaldo	Neutral

You can also perform search based on case id by toggling to **Search by case ID** tab. Enter the case ID and click on get cases.

To view details of a case, click on it to open the case details window. The case ID is at the top of the window and the details are presented in two tabs:

- **Transcript** : Along with other basic information, it also contains the transcript from the chat with the visitor



- Overview : This tab gives you all the information about the case including the opportunity that was identified, solution presented and the outcome of the case

